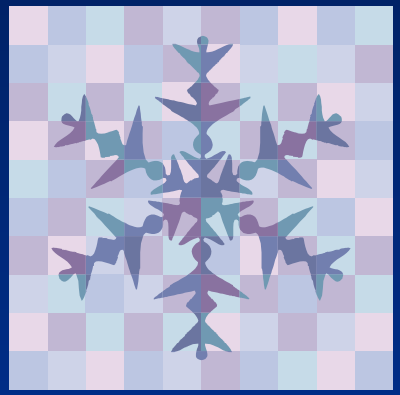
Teambuilding 101

Tools You Need for Building Your Successful Spouse Groups

“HOW TO HANDLE THE DIFFICULT PEOPLE”

- The 3 Basic Types of Team Members
- 4 Personality Styles
- Listening Skills
- Resisting Change
- 10 Rules for Settling a Disagreement
- 5 Styles of Conflict Resolution
- Delegating
- Questions and Answers

Thought for Today



Snowflakes are one of nature's most fragile things, but just look at what they can do when they stick together.

– Vesta Kelly

THE HUMAN SPIDER WEB

3 BASIC TYPES OF TEAM MEMBERS

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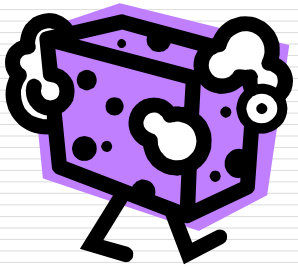
- **Sponges**



3 BASIC TYPES OF TEAM MEMBERS

- Sponges
- **Spectators**

3 BASIC TYPES OF TEAM MEMBERS

- Sponges
- Spectators

- **Camels**

FOUR PERSONALITY STYLES

- D - Dominant
- I - Influencing
- S - Steady
- C - Compliant

HEALTHY PEOPLE

H have a dream that pushes them

E expect to succeed

A are a part of the team

L listen only to other healthy people

T they are solution driven

H have inner peace

Y yearn to improve

*UN*HEALTHY PEOPLE

U undermine positive efforts

N not a supporter of the team

H have no dream to motivate

E expect you to make exceptions

A always defensive when confronted

L lost in a world of failures

T they want *you* to make **them** better

H have a negative story

Y *you*, not them, seen as the problem

Lesson #1:

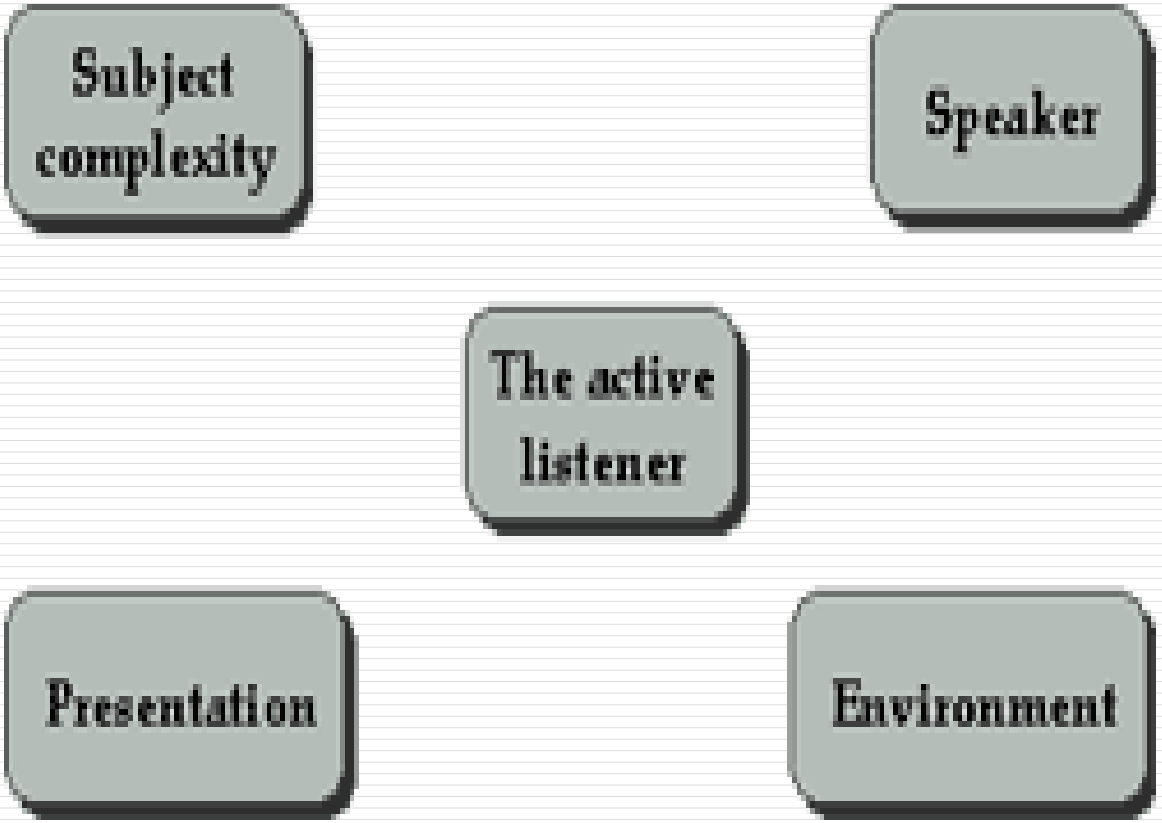
Healthy people will *not* join, or stay in, an unhealthy environment.

Lesson #2:

If you do not confront your unhealthy team members, you will lost your quality people.

Active, effective listening is a habit, as well as the foundation of effective communication.

What Affects Listening?



Preparing for Active Listening

- Focus your attention on the subject
- Review mentally what you already know about the subject
- Avoid distractions
- Acknowledge any emotional state
- Set aside your prejudices and opinions

Listening *Actively*

Be other-directed.

Be aware.

Be involved.

BUT I'VE ALWAYS DONE IT THIS WAY...

Possible Reasons for Resisting Change

- ***S****elf-Interest*
- ***F****ear of the Unknown*
- ***C****onscientious Objection or Differing Perceptions*
- ***S****uspicion*
- ***C****onservatism*

10 RULES FOR SETTLING A DISAGREEMENT

1. Tackle only one issue at a time.
2. Agree on a START and STOP time.
3. Stay in the present.
4. Do not include peripheral others.
5. Discuss the *issue* at hand – not people.
6. Maintain mutual respect.
7. Use “I” messages.
8. Avoid ultimatums.
9. Take responsibility for your thoughts, feelings, and actions.
10. Agree to disagree.

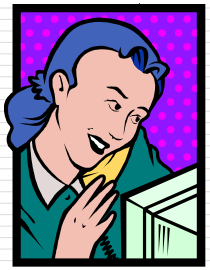
LET’S BE FAIR ABOUT THIS…

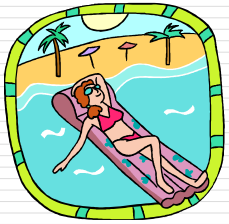
5 CONFLICT RESOLUTION STYLES

- AVOIDING
- ACCOMMODATING
- COMPETING
- COMPROMISING
- COLLABORATING

THE *ART* OF DELEGATING

1. **Delegate the whole task to one person.**
2. **Select the right person.**
3. **Clearly specify your preferred results.**
4. **Delegate responsibility *and* authority.**
5. **Ask the team member to summarize back to you.**
6. **Get ongoing non-intrusive feedback about progress on the project.**
7. **Maintain open lines of communication.**
8. **Continue to inspect what you *expect*.**
9. **If you're not satisfied with the progress, don't immediately take the project back.**
10. **Evaluate and reward performance.**





QUESTIONS